

AffinityWater

Core Customer Information

January 2024

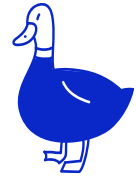


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What is core customer information?



We'll always try and provide you with the best possible service. This document shows how we provide our services to our household customers and if we fall short of the standards we set ourselves, we'll make sure we put it right.

It also has information for customers who want to know more about the different services we provide, our charges, how we help and support customers and how they can get in touch with us.

How we're managed as a water company

The quality of our customer service and the prices we can charge our customers are regulated by [Ofwat](#). Providing this Information is part of the Licence Condition of Affinity Water's appointment.

Other Government agencies regulate different aspects of our operations. For example, the [Drinking Water Inspectorate](#) (DWI) makes sure that the drinking water we supply to our customers is safe and acceptable to customers. The [Environment Agency](#) controls the amount of water we're allowed to take from the environment and the quality of the water that we return to it.

The [Consumer Council for Water](#) (CCW) are the independent voice for water consumers and are sponsored by [Defra](#) and Welsh Government to co-operate and communicate constructively with a number of organisations, including water companies, Ofwat and the DWI.

About us

We're the largest water-only supplier in the UK, and we're committed to delivering a high-quality water service to all our customers.

We provide an average 950 million litres of water each day to a population of more than 3.83 million people in parts of Bedfordshire, Berkshire, Buckinghamshire, Essex, Hertfordshire, Surrey, the London Boroughs of Harrow and Hillingdon and parts of the London Boroughs of Barnet, Brent, Ealing and Enfield. We also supply water to the Tendring peninsula in Essex and the Folkestone and Dover areas of Kent.

Our operating area includes four Areas of Outstanding Natural Beauty, a range of designated sites including Sites of Special Scientific Interest and Local Nature Reserves. Our supply area includes Dungeness, the largest and most diverse stable vegetated flint shingle beach in Europe and is also home to around 10% of England's chalk streams. These are globally rare and important habitats that support a variety of plants and animals.

Our Zero Harm commitment

We're committed to the Safety of our workforce, our customers, members of the public and all other stakeholders. We're also committed to the health and wellbeing of our team. Everyone comes to work for us to make a difference – we've a responsibility to make sure that they can do that and go home to friends and family safely.

Our [Safety, Health and Wellbeing](#) policy shows our responsibilities at every level within our business.

Environment Policy

We want to keep providing high-quality water to a growing population, but we also want to do it in a way that's sympathetic to the environment.

That's why we're doing our bit to reduce the amount of water we take from the environment. We're teaming up with our communities, regulators, and the government to make it happen. Plus, we're investing in our infrastructure, our environmental expertise and capabilities, and pollution prevention.

Our environmental ambition is to leave the environment in a sustainable and measurably improved state. We'll always seek to go beyond our legal and statutory obligations. You can learn more about this in our [Environment Policy](#).

How to contact us

The easiest and quickest way to manage your account is online where you can register or log into [My Account](#). You can get instant statements, manage your payments, update your details, tell us if you're moving home and more!

It also helps if we need to contact you by email or text message with important updates, such as information about incidents that might affect your water supply.

Billing and account enquiries (including Moving Home)

Call 0345 357 2401

Our phone lines can sometimes be busy, it's quick and easy to manage your account online at [My Account](#).

Open: Monday to Friday 8am - 8pm and Saturday 8am - 2pm.

Emergencies 24-hour line

Call 0345 357 2407

If you have no water or have seen a burst water main.

Open: 24 hours a day, 7 days a week.

Automated payment 24-hour line

Call 0345 357 2400

Pay your bill using a credit or debit card.

Open: 24 hours a day, 7 days a week.



Get help with paying your bill

Call 0800 697 982

If you're having trouble paying, we're here to help. View [our handy guide](#) for ways we can provide help and support tailored to you. Or you can complete our [contact us form](#) and our team will get back to you.

Open: Monday to Friday 8am - 8pm and Saturday 8am - 2pm.

Water Quality

affinitywater.co.uk/contact-us-quality

If you'd like to contact us about your drinking water quality, please use [our online form](#). Our team will respond during working hours (Monday to Friday 9am – 5pm). For any emergencies, please check our [latest incidents](#) or call us on **0345 357 2407**.

British Sign Language

affinitywater.co.uk/bsl

Contact us using a British Sign Language video interpreter via the InterpretersLive! Service. You can find out more and connect on your phone or computer [on our dedicated website page](#).

Open: Monday to Sunday 8am - midnight.

Apply for a water meter

affinitywater.co.uk/apply

If you don't already have one, you can [apply for a water meter](#) online at any time. Almost 70% of our customers save money when on a water meter.

Large print, braille or audio

Call 0345 357 2406

If you need anything in an alternative format such as large print, braille or audio. You can also apply online in your [My Account](#) or [complete our form](#) and send back to us.

Open: Monday to Friday 8am - 8pm and Saturday 8am - 2pm.

Live Chat

Live chat is available at affinitywater.co.uk

Open: Monday to Friday 8am - 6pm whenever the web chat box appears on our website.

Chat to us on WhatsApp

Add our number **07745 659300** to your phone and send us a message on WhatsApp.

Open: Monday to Friday 8am - 6pm.

Send us a message on Social Media

Send a direct message to us on [Facebook](#) or [X \(formally Twitter\)](#).

Open: Monday to Friday 8am - 6pm.

Email

If you have a question or enquiry, please complete our [online form here](#).

Write to us

Affinity Water, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ.

Report a wastewater problem

We only supply you with clean water, and your wastewater is processed by one of the companies below, depending on where you live. We include some customers' wastewater charges on our bill to keep things simple for you. If you have any queries about your wastewater charges, please contact us directly.

To find out who your wastewater provider is or to report a wastewater problem, please view our [wastewater area map](#) or use our postcode checker to search our supply area.



[Anglian Water](#)

0345 791 9155



[Southern Water](#)

0330 303 0368



[Thames Water](#)

0800 316 9800

How to identify employees of Affinity Water



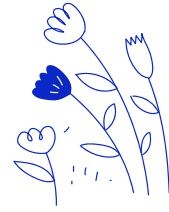
In most cases, our teams will be wearing branded clothing. However, in emergencies, when we rely on our wider teams to help, they might be wearing normal clothing.

All of our teams will be carrying and ready to happily present an Affinity Water identification (ID) badge with their photograph on the front. Contractors working on behalf of Affinity Water will also be carrying identification.

Some areas have problems with bogus callers, who pretend to be from a water company. Here are some simple tips to keep you and your family safe:

- Before you ever let anyone into your house always ask to see their ID.
- If we do come to your property, we'll be in uniform and we'll never ask to go upstairs.
- If you're worried, always ask to check the ID again. Genuine callers will never mind waiting while you call in to check.
- Join our Priority Services Register either online or over the phone. This way you can [set up a password](#) to ask us to quote when we come to your door, to make you feel more secure.
- Watch our short video to find out more on [our website page](#).

Section One – Your water supply



Drinking water quality

We're committed to supplying high quality drinking water and providing an excellent service to our customers and communities.

Central to achieving this is our source-to-tap approach to managing our water supplies.

Our [Catchment Management team](#) works proactively to regularly monitor the rivers and groundwater in our communities. Our treatment facilities use some of the latest technology and sophisticated monitoring systems to ensure we provide water of a high standard whenever you turn on your tap.

We're dedicated to making sure your water is of the highest quality and is safe to drink. We conduct around **975,000 tests each year** as part of our [sampling process](#). We sample and analyse the water we supply at all stages of the process. From water treatment works, service reservoirs and customers' taps, to make sure that it meets stringent quality standards.

We carry out around **9,500 customer visits** a year to sample your water. Each visit takes around 20 mins, but we can't let you know we're coming as our sampling must be random and unbiased. If we find anything unusual, we'll contact you to discuss any further actions.

We've achieved a high score on a measure of water quality in what we call the Compliance Risk Index (CRI). The Drinking Water Inspectorate (DWI) does technical audits on water companies to make sure our operating practices are always effective, and they assess our sampling programme, and our sampling results every year. They can also assess specific incidents, to make sure we've got the right recommendations and improvement plans in place, and that we investigate any complaints from consumers, and they can enforce any activities. They play a big part in ensuring all the water companies comply with all the regulations and standards. From source to tap we make sure the water is of the right quality.

Your water quality

Tastes and odours

In the UK we get our water from many different sources, including chalk boreholes, upland reservoirs and lowland rivers, and each source has its own characteristic taste.

Watch our video and [find out more here](#) if your water tastes or smells different.

Appearance

We know it can be a bit worrying if your water appears cloudy/discoloured, but there's usually a simple explanation for this.

Watch our video and [find out more here](#) if your water looks different to normal.

Hard water & limescale

The type of water that we supply is classed as **'hard' or 'very hard'** water. This hardness occurs naturally and does not vary much over time.

Rainwater is soft water. After it falls on the ground, it passes through the underlying rocks. Small amounts of naturally occurring minerals, such as calcium and magnesium, dissolve into it. This is then what is known as 'hard' water.

Hard water is perfectly safe to drink, and there is a lot of evidence to suggest that hard water is actually good for you! It can provide you with the natural minerals your body needs.

[Visit our website](#) to find out the hardness in your area, what it does to your water and how to reduce limescale build-up on your appliances.

Fluoride

We don't add fluoride to the water we supply. [Fluoride](#) occurs naturally in some water supplies, but there's normally only a small amount present.

Lead

Where does it come from?

The water that leaves our treatment works and passes through our distribution network is virtually free of [lead](#). However, in some areas, certain pipes might be made of lead. For example, the pipe that takes water to a home and your internal plumbing.

How it could affect you

Awareness of lead and its impact on health has increased in recent years. It has more of an effect on fetuses and young children. This awareness has led to many campaigns which significantly reduce lead in our environment, such as unleaded petrol and lead-free paints. Therefore, it's important that we reduce exposure to lead as much as possible, including in our drinking water.

How to check for lead pipes

First things first, do you know when your home was built? If it was built before 1970, you may have lead pipes in your plumbing system.

To check your pipes, it's best to start where the water supply enters your house. To see where your internal stopcock is typically located, visit [our how-to guide here](#).

Lead pipes are normally dark grey in colour, but if gently scraped, shiny silver-coloured marks appear. They are generally thicker than other metallic pipe materials and is also easier to scratch using a coin. If you are unsure, ask an approved plumber to carry out this check for you.

If your water supply does come through lead pipework, it is advisable to run the water for a minute before using it for drinking or cooking purposes. In the long term, we would advise you to line or replace any lead pipework.

What are we doing about it?

At our treatment works that supply areas where there are lead pipes, we've treatment that helps to reduce the amount of lead that dissolves into the water. **The current standard for lead in drinking water is 10µg/l.**

We're also undertaking programmes of targeted replacement or lining of lead pipes in our network, with the backing of the Drinking Water Inspectorate (DWI) and our regulator, Ofwat. Find out more about [our lead pipe replacement programme here](#).

How to contact us about your water quality

If you'd like to contact us about your drinking water quality, please use [our online form](#). Our team will respond during working hours (Monday to Friday 9am – 5pm).

For any emergencies, please check our [latest incidents](#) or call us on **0345 357 2407**.

Section One – Your water supply

Keeping up with demand - Saving Water



Water is a precious resource, and the demand for water is increasing. The area that we supply has been classed as “water stressed”.

As a result, it's increasingly important for us to act sustainably so we can help protect the environment and ensure a reliable water supply.

Our [sustainability hub](#) has lots of information about all the areas we're working on.

Where our water comes from

The water that comes out of your tap at home is the same water you see in your local environment. We take most of our water from groundwater sources and the remainder from surface water sources.

We work hard to take as little water from the environment as we can, but we're all in this together and we need your help to do this too!

To learn more about how water works, we've a series of mini videos on [our dedicated website page](#).

Managing the demand for water

[Fixing leaks](#) is a key priority for us. Our customers tell us leaks are wasteful and ask why we can't fix more of them, quickly. The government has set a target requirement for us to halve leakage by 2050 and this is something that we're committed to, having already reduced leakage by 15.8% in 2022/23 against a goal of 14%.

We're confident we'll meet our commitment to reduce leakage by 20% by 2025. We're determined to build on our success from the 2015-2020 period in having the largest percentage reductions in leakage of all UK water companies.

We also consider how we plan to manage the demand for water from our customers. Some of the ways we do this are by:

- Adopting and installing different **metering technologies**
- Helping customers to **reduce** their water consumption
- Working with **business customers and retailers** to reduce their water consumption
- **Government interventions** to reduce water consumption such as white goods labelling and building regulations for new builds
- Considering **temporary options** to reduce water usage in times of significant drought

Our [Water Resources Management Plan](#) sets out and provides a roadmap for a reliable, resilient, sustainable, efficient, and affordable water supply to customers between 2025 and 2075.

Water saving tips

On average, customers in our area use around 157 litres per person every day, compared to the national average of 145 litres. We're doing everything we can to help our customers use less than 125 litres per person per day.

Save water with our top water saving tips and tricks

You can save money too, 17% of energy bills go on heating water – so even if you're not on a water meter you'll save money by saving water.
(Source: Energy Saving Trust)

What can you do to save water?

Here are our top water-saving tips:

- Save 400 litres every day by fixing a leaky loo (water running invisibly down the back of the pan).
- Save 30 litres a day by spending just 2 minutes less in the shower.
- Save 65 litres every day by only running dishwashers and washing machines when they're full and on ECO mode.
- Make the most of rainy days and save 50 litres every day by using a water butt to collect water for the garden.
- Save 80 litres at a time by watering your plants with a watering can instead of a hose.

- Save 36 litres every day by washing up in a bowl instead of under a running tap.

For even more tips, advice and to order your FREE water-saving devices [visit our website](#) today.

You can also see how much water you use and if you use less water you're also likely to save on your energy bills too! Take our [quiz](#) to find out how much water you use.

What we're doing

We supply water to 3.83 million people across the Southeast, which is a big responsibility that we take very seriously. We know that we can be a part of the problem, so we need to be part of the solution too.

Fixing leaks: Tackling leaks across our network is a huge priority for us. It plays a key part in helping us to leave more water in the environment. Our dedicated teams continue to work hard 24/7 to meet our goal using the latest technology to find and detect these leaks, including, sensors underground to highly detailed satellite surveys.

Environmental improvement plans: As part of our commitments to our rare chalk streams, we're helping to improve biodiversity across nature reserves in our area by working with the Environment Agency, landowners and other partners to meet Water Framework Directive objectives.

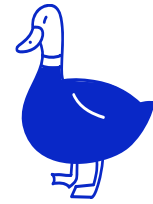
Since 2015, our [Revitalising Chalk Rivers programme](#) has improved over 120km of chalk streams through reductions in abstraction and river restoration projects. We aim to complete river enhancement works at over 30 locations across 13 chalk rivers by 2025.

Less abstraction: Abstraction is the process of taking water from the environment. We abstract water from deep underground in the chalk aquifer, also known as groundwater. However, this groundwater can naturally decline when there is lower than average rainfall. We have reduced abstraction by 42 million litres per day from 2015 to 2020. And we aim to reduce this by a further 36 million litres per day by 2025. By reducing abstraction, more water is left in the environment, helping us to protect our rare chalk streams and the wildlife that calls them home; from shrimps, dragonflies and snails, to water voles, kingfishers and otters.

Reducing demand: To reduce water demand from customers, we're investing in our metering programme. This helps our customers understand how much water they are using and creates more opportunities to save water and money. As part of [our metering programme](#), we'll be installing around 280,000 household meters. If you don't already have one, you can [apply for a water meter](#) at any time. Almost 70% of our customers save money when on a water meter.

Visit [our website page](#) to find out more about what we're doing.

Section One – Your water supply



Keeping the water flowing

Interruptions to your water supply

We understand it's frustrating when there's an interruption to your water supply. Sometimes we plan to turn off your water supply or reduce the water pressure to carry out routine maintenance, [upgrade our pipes or install brand-new pipes](#) or connections.

There'll be a lot of planning and permissions to arrange these works, so we can't usually change the dates or postpone the works. We'll always try to be aware of religious festivals or events which are sensitive in nature. However, we must also work within the existing legislation and local conditions.

We'll always let you know before any planned interruptions happen, with as much notice as possible. If you're unable to manage without water or central heating, we'll make sure we give you enough notice of the works so that you can make alternative arrangements.

If you have a medical condition which makes it vital that there's no interruption to your water supply, for example needing home dialysis, please join our free [Priority Services Register](#). We'll then make sure that our Customer Service staff can respond to your needs in an emergency.

Our commitment to you for supply interruptions

If we're planning to turn off your water supply to carry out works on our network, we'll give you as much notice as possible, advising you when we expect to turn your water off and back on again.

- If we plan to turn off your water for more than four hours, we'll give you at least 48 hours' notice. If we fail to notify you, we'll pay you £20.
- If we fail to turn your water back on by the time specified in our notice, we'll pay you £30 and a further £30 for each subsequent 12-hour period you have no water.

For unplanned interruptions, for example when your supply is cut off due to a burst water main, we'll notify you as soon as practicable when we expect to restore the supply and any information you may need about alternative supplies.

- If we fail to restore your supply within 12 hours, we'll pay you £30 and a further £30 for each subsequent 12-hour period you have no water.

Water pressure

Low pressure

Water pressure varies at different times of the day. Your pressure is usually lower during the morning and the evening, as more people are at home so the demand for water is higher. Other things can affect your water pressure – [find out more here](#).

Pressure is measured in bars, and 1 bar of pressure will push water to a height of 10 metres in your home. The minimum water pressure we're legally required to supply to your boundary stop tap is 7 metres head (0.7 bar). We use checking devices throughout our mains network to monitor this.

If you're not on a joint supply, your neighbours should have the same water pressure as you, provided your houses are of very similar height and the same distance from the point where our water main is located. Your water flow is individual to your property and may differ from your neighbours.

There may be times when we can't meet the 7 metres head (0.7 bar) target. Most commonly due to high water demand during hot summer months. Sometimes routine work on our water mains network, emergency works or a burst water main can temporarily reduce pressure for up to 24 hours, but this should return to normal. Find out if there is any planned work or emergencies [in your area here](#).

Low pressure is not to be confused with low water flow. It is possible to have high water pressure, but a low water flow. The flow of your water depends on your private supply pipe.

Our commitment to you for water pressure

If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) at the boundary of your property on two occasions, each one lasting one hour or more in any 28 day period, we'll automatically pay you £25.

You can only receive one payment under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by essential work we have to do to our water pipe network, or if there is a drought.

High pressure

When running your cold tap, you may notice a strong spurt of water. This is known as high pressure.

You can fit a pressure reducing valve anywhere on your own pipework or property, either internally at the point of entry to your property or externally on your supply pipe. This reduces the water pressure, often without affecting your water flow rate. A [WaterSafe approved plumber](#) can fit this for you.

There is no maximum legal requirement for water pressure or flow, and we're unlikely to be able to reduce this quickly.

If you need more help, fill out [our questionnaire](#) on pressure and flow to help us investigate and resolve your issue.

Our commitment to reducing leakage



Clean water is a precious and finite resource, and the areas we serve have been designated as under serious water stress by the Government. There's increasing pressure from a rising population, increased demand for water and the challenges of climate change.

A leaking pipe can waste a lot of water, which is why we always take it very seriously.

As a water company, we've an obligation to make sure we maintain and improve our water pipes to ensure that we can supply water to customers within our supply area.

We've over 16,500 km (10,000 miles) of pipe network that would stretch from London to Sydney. There's the potential for bursts and leaks to occur anywhere within this network. Between 2020 and 2025, we've made a commitment to reduce leakage by 20%, and we know this is really important to our customers.

We estimate that around a third of our total network leakage occurs on our customers' supply pipes. One drip. It might not look like much, but it all adds up.

Leaving leaky taps, toilets, pipes and tanks, can cause damage to your home and cost you as much as £300 extra a year (Waterwise). Now we're working with property expert Sarah Beeny to help our customers take on leaks in their homes to save water and money.

In 2022/23 we found and fixed over 19,000 network leaks, helping us to save over 28 million litres a day over the last 3 years. Together, we can help leave more water in our local environment.

How to find your home leaks

Find leaks in your home with the Look & Listen test. Look out for:

- Damp patches
- Changes to your wallpaper
- Changes to your water bill

Listen out for:

- Noisy pipework
- Running water in your toilet cistern

Find out more [here](#).

What to do if you have a home leak

Once you've found your leak, or suspect you have one, it's important to get it sorted quickly with the help of [a plumber](#). While you wait for your plumber, contain the leak to prevent any further damage and make sure that the water doesn't go to waste. Try reusing the water to care for your plants.

How to prevent home leaks

Treat your Look & Listen test like the MOT on your home. Keeping an eye, and ear, out for leaks in your home can help prevent water loss and serious damage to your home and wallet.

With [HomeServe](#) Plumbing and Drainage Plus insurance, you can be confident that problems with your property's pipes, drains, toilets or tanks won't stop you in your tracks.

And if your home is going to be empty for a while, remember to turn off your internal stop tap. This can help reduce the risk of returning to any serious damage.

Where is your leak?

The leak is inside my home

All the pipes and plumbing inside your home are your responsibility, so if you think you have a leak it's important to get it fixed quickly.

From the list of plumbers from Watersafe to our payment plans, our team are here to help support you through the process of tackling your leaks.

[Fix an internal leak](#)

The leak is outside my home but on my land

All the pipes on your property up to the boundary are your responsibility. If you have found a leak outside your home but still within your property boundary, contact a member of our team and we'll help support you through getting that leak sorted.

[Find out more](#)

The leak is on public ground

Leaks outside your property and on public ground are usually our responsibility. We want to find and fix network leaks quickly. If you've seen a leak, let us know by reporting the leak today.

[Report a leak](#)

To find out more [visit our home leaks website](#) for all the essential info.

You can find out more about how we deal with leaks and the **responsibility of leaks** on supply pipes in our [Leakage Booklet](#).

Section One – Your water supply



Water Meters

During our Metering Programme, we'll be fitting around 280,000 household meters. Having a water meter puts you in control of your bill. [Visit our website](#) to find out which areas we're fitting meters in.

Apply for a water meter

If you don't already have one, you can [apply for a water meter](#) at any time. Almost 70% of our customers save money when on a water meter. On top of this your meter will:

- help you save water
- make sure you only pay for the water you use, making it fairer for everyone
- make it easier for us to stop leaks, reducing water waste
- help our local environment, by leaving more water in our rivers and streams

Meter Testing

If you think the meter might not be working correctly, you may ask us to test it. On request, we'll remove the meter and send it to an independent testing facility for testing in accordance with the Water (Meters) Regulations 1988. A replacement meter will be installed and will remain in place regardless of the test result:

1. if the results of the testing show that the meter is working correctly i.e. that it is registering within the prescribed limits of error, we'll charge you the fee set out in our [Household Charges Scheme](#);
2. if the results of the testing show that the meter is working incorrectly i.e. that it is registering outside of the prescribed limits of error, then we'll adjust your metered charges in accordance with our [Household Charges Scheme](#). If we decide that your meter should be sent for testing, we'll not charge you a fee, regardless of whether the test is found to be necessary or not.

Protection of Meters

You must take all reasonable care of the meter, for example you must not cover or obstruct the meter in any way and you must allow us reasonable access to your premises in order for us to access the meter. This applies to meters installed externally and internally.

For household premises, if we incur a cost in accessing or re-siting the meter because you have covered or obstructed it, or if you damage the meter, then we'll recover from you the reasonable expenses in re-siting, repairing or replacing the meter.

It is a criminal offence under Section 175 of the Water Industry Act 1991 to interfere with, wilfully damage or remove the meter. This means that you must not remove it or instruct anyone to remove it for you (e.g. a plumber). This applies to meters installed externally and internally and applies whether your premises is household or non-household.

Earthing Installation

Some older houses once used their water supply pipes as an electrical earth. Although it was common practice, this has not been permitted since 1966. As your new water main will be made of plastic, it is not suitable as an earth.

If your electrical installation is currently connected to a metal water pipe for earthing, we strongly recommend that you contact an approved electrician.

Section One – Your water supply



Home Projects: New Builds and Renovations

Getting water to your home is kind of like connecting the dots. Typically, we start by linking up a service pipe from our larger water main to the boundary of your property.

If you're in a bustling neighbourhood, you'll usually find this main right beneath the road or footpath, just waiting to be your water lifeline. But, if you're out in the countryside, that main might be a bit further away, so we'd need to lay a longer service pipe.

When it comes to a brand-new property, it's important that it has its very own water supply. Usually, we connect it using a standard 25mm connection to our water main to make sure your new home has all the water it needs! With this setup, you can expect a minimum flow rate of up to 9 litres per minute and at 10 metres/head (or 1 bar) of pressure at the boundary stop tap.

You might need a new or replacement water supply when:

- You're building a fresh start/new property on an empty piece of land
- You're knocking down an old property and building something new
- Those aging pipes need an upgrade, especially if they're made of [materials like lead](#) or galvanized metal
- Your water needs have grown, and you need a bigger connection
- You want to change how the water pipe gets to your place from the nearby road
- Your property currently shares a water supply with others, and you'd like your very own
- You're dividing a single property into multiple ones.

Estimate my costs

When you send in an application, you'll be charged a small fee. This helps us give you an exact quote for your project. To get an idea of what this fee might be, just visit our [online cost calculators](#).

But if you're just looking for an estimated cost and don't want to pay the fee, you can use our [free estimator tool](#). Guidance to our five-step process can be found [here](#).

Self-lay

You may choose an accredited contractor to do the contestable work rather than us. This is known as "Self-Lay". You may prefer to use a Self-Lay Provider (SLP) for a number of reasons:

- Self-Lay Providers may be able to provide a multi-utility option;
- Self-Lay providers may offer a more cost-effective solution when constructing your project;
- Self-Lay providers may provide greater flexibility in meeting construction programmes.

Before an SLP can carry out works, they must submit a self-lay application to us via the My Developments portal. The SLP must also be accredited under the Water Industry Registration Scheme (WIRS)

We'll enter into an agreement with you and your chosen SLP to take over responsibility for and ownership of the self-laid pipes providing they meet our requirements. Please note there are certain items or activities which we'll still need to complete and/or charge for if you choose to use this option, these are known as "non-contestable charges" and we'll work with your chosen SLP to co-ordinate these works.

For more information relating to our Self-Lay Provider guidance, please [click here](#).

Infrastructure Charges

Infrastructure charges are additional charges which are due on all new connections to water mains and/or wastewater systems (provided by Anglian Water or Thames Water depending on your location within our area). Each Water Company are permitted to raise infrastructure charges for connecting premises for household purposes to a public water main or to a public sewer for the first time. Further information can be found in our [charges arrangements document](#).

Section Two - Understanding your charges



How we calculate our charges

Our tariff – the amount we charge for the supply of clean water is reviewed each year. Your bill is made up of charges for water and wastewater, including fixed charges

Although we're not responsible for the wastewater from your property, we also bill some customers for this on behalf of their Wastewater company to make it easier.

Our water supply area is defined in our Instrument of Appointment and comprises three discrete regions in the southeast of England shown on the map below. Charges for the supply of water vary according to region and are shown in our schedule of charges. In our Central Region, there are four sub-regions for rateable value charges: Colne Valley, Lee Valley, Rickmansworth and North Surrey which reflect historical company boundaries.



Wastewater services in our Central Region are provided by Thames Water Utilities Limited ("Thames Water") and Anglian Water Services Limited ("Anglian Water"). Wastewater services in our East Region are provided by Anglian Water while wastewater services in our Southeast Region are provided by Southern Water Services Limited ("Southern Water").

We collect wastewater charges set by Thames Water and Anglian Water under their charges scheme.

You'll receive a combined bill from us for water supply and wastewater services if Thames Water or Anglian Water provide your wastewater services. These charges are shown for information in the schedule of wastewater charges but do not form part of this charges scheme.

If Southern Water provide your wastewater services, you'll receive a separate bill for these services from Southern Water. Some customers have private sewers or use cesspools or other types of sewerage, so won't need to pay for services.

If you have a meter, you'll be billed on how much water you use. If you're not on a meter, you're usually charged according to the rateable value of your property.

What is Rateable Value?

Non-metered charges are based on Rateable Values.

Rateable Values are set by the Valuation Office of the Inland Revenue and are loosely based on what the average rental value of your property would be, so the higher the rateable value the more likely it is that you will be charged.

More information about Rateable Value can be found on our regulator [Ofwat's website](#).

If you're on benefits and have three or more children under the age of 19 living at home or have a medical condition that means you use more water than an average household, you'll need to be metered to be eligible for our [WaterSure scheme](#).

What are Assessed Charges?

If for any technical reasons (see below for possible reasons) we're unable to install a water meter on your premises, you may benefit if we use an alternative charging system under our **assessed charges scheme** where you receive one bill a year. We calculate these charges based on the number of occupiers in the property.

We think metering is the fairest way to charge our customers. Therefore, you can't apply for assessed charges until we're sure we can't fit a meter outside or inside your property. We'll try our best to fit a meter for you but can't guarantee this. We can't carry out any work to change the pipe work which supplies water to your home. The usual reasons for not being able to fit a meter are:

- properties on joint supplies with neighbours
- properties sharing a common water tank
- insufficient space on the internal stop tap
- more than 2 supply pipes serving one property, for example, separate supplies to an outside tap, to the main part of a house and another to an extension.

Please note: We'll fit up to 2 meters at each property, so if your supply enters your property from several sources, we may not be able to help. If you've applied for a meter and we couldn't fit it, we would normally contact you to explain the assessed charges scheme. If this hasn't happened or you applied in the past and you want us to check if you would be better off on assessed charges, or you're on assessed charges and need to update your details, please [contact us](#).

What are fixed charges?

All customers pay fixed charges as a part of their bill. Fixed charges are paid in advance.

The charges cover the fixed costs for providing your water services and contribute to the cost of maintaining the water and wastewater networks. Fixed charges do not change with the amount of water you use, and they cover the cost of services that are the same for all customers, such as sending bills and providing connections. Every time you get your bill it will show a fixed charge for your fresh water and a separate fixed charge to your wastewater company.

You'll only be billed for fixed charges for the time you are responsible for the property. As you'll usually pay for your fixed charges in advance, if you are metered, your first bill will usually be for fixed charges only. When you move out and we send you a final bill we'll refund any fixed charges that you may have overpaid.

Ofwat, our regulator, carefully monitors all our charges and prices can only go up as much as the regulator thinks is necessary.

Charges for empty premises

Unless we agree otherwise, charges remain payable when your premises are empty.

Where premises are empty due to death, long term hospitalisation or care, we may on request waive all or part of the charges.

If we find that the premises are occupied, we'll levy full charges back to the last known date of occupation and may charge you a fee as shown in the schedule of charges

Our [Charges Scheme](#) will always have the most up to date information.

Section Two - Understanding your charges

Your bill



The way that we bill you depends on whether you're a metered or a non-metered customer. You can find out if your account is metered or non-metered by checking the top of your bill. You can also find out by logging into your [My Account](#).

Metered

If you have a meter, we normally read your meter twice a year and send your bill shortly after.

Non-metered

If you don't have a meter, you'll receive one bill a year for a fixed amount, regardless of the number of people living in your home. This is usually calculated using Rateable Value.

If we couldn't install a meter at your home, then you'll be billed using Assessed Charges (see Section 2 - Understanding your charges), which is based on the number of people living in your home.

Your metered bill explained

We've created a guide to help you understand all the different bits of information on your new bill. Simply [hover over the bill](#) and a pop up will appear, which tells you everything you need to know.

Your non-metered bill explained

We've created a guide to help you understand all the different bits of information on your new bill. Simply [hover over the bill](#) and a pop up will appear, which tells you everything you need to know.

Section Two - Understanding your charges



Moving home

We're here to make your move easy. It takes just a few minutes to tell us [online](#).

Moving into our area (new customer)

There are a few pieces of information you'll need to tell us about your move. Having these to hand will help you submit your move quickly so you can get back to the rest of your day. We'll take care of the rest.

- **The date you're moving into your new home:** You can tell us up to 30 days before you move in.
- **Your new address:** Including the postcode
- **Contact details:** Your mobile number and email address, so we can set you up and contact you about your account
- **Your bank details:** If you want to set up Direct Debit payments
- **A meter read (if you have one):** If your new home has a meter and you've already moved in, you can give us a read, otherwise we'll estimate the reading for you.

Moving within our area (existing customer)

There are a few pieces of information you'll need to tell us about your move. Having these to hand will help you submit your move quickly so you can get back to your day. We'll take care of the rest.

- **Your customer number & postcode OR your online My Account login details:** You can find your customer number at the top of your bill
- **Your new address:** Including the postcode
- **The date you're moving out of your current home**
- **The date you're moving into your new home:** You can tell us up to 30 days before you move in.
- **Who's moving into your current home (if known)**
- **Contact details:** Your mobile number and email address, so we can get you set up and contact you about your account
- **A meter read (if you have one):** If you have a meter you can give us a read, otherwise we'll estimate the reading to calculate your bill.

Closing your account (moving out of our area)

There are a few pieces of information you'll need to tell us about your move. Having these to hand will help you submit your move quickly so you can get back to your day. We'll take care of the rest.

- **The date you're moving out of your current home:** You can tell us up to 30 days before your move
- **A forwarding address:** This is where we'll send your final bill
- **Who's moving into your current home (if known)**
- **A meter read (if you have one):** If you have a meter you can give us a read, otherwise we'll estimate the reading to calculate your final bill.
- **The postcode of your new home** – a check to confirm we don't cover your new address

Here's a step-by-step guide on how to [read your meter](#).

Not sure if your new home is in our area? Visit [WaterUK](#) and enter your new postcode to find out.

Landlords and letting agents

If you're a Landlord or Letting Agent and you want to let us know about changes to tenants' details, you can do this easily online using one of the options below.

You can manage your properties using [My Account](#) or the [Landlord Tenant Address Portal](#) (Landlord TAP). Landlord TAP is service provided by Water UK where you can manage multiple properties, and it automatically informs the relevant water company. You can bulk upload large volumes of properties and multiple users from a single organisation can access the portal.

- Existing customers: Visit [My Account](#)
- New customer? [Start here to register for My Account](#)
- Manage a large number of properties (10+) - you can register/login to [Landlord TAP](#)

Section Three - Paying your bill



How to pay

We have many payment options to suit your needs.

Pay by Direct Debit

Split your payments across the year by setting up a Direct Debit – it's the simplest way to pay your bill. We'll collect your regular payments and you won't need to lift a finger.

All Direct Debits are covered by a payment industry guarantee, giving you protection. For more information visit the [Direct Debit website](#).

You can set one up by clicking on "**Set up Direct Debit**" in [My Account](#).

Pay online

You can pay with a debit or credit card [online here](#). You'll need your customer number (which you'll find at the top of your bill or in your My Account).

You can also set up a payment plan online for a continuous card payment from a debit or credit card. Just tick the box at the bottom of the [first screen](#).

Pay using our 24-hour payment line

You can pay using our 24-hour automated payment line on **0345 357 2400** using a debit or credit card – available 7 days a week. You'll need your customer number handy (which you'll find at the top of your bill or in your My Account).

Pay by internet or telephone banking

If you'd like to pay us directly from your bank, here are our bank details to make your payment.

Business name: Affinity Water

Account number: 80542903

Sort code: 20-05-03

Reference: Please quote your 8 digit customer number without the hyphen. If your customer number has a '&' digit at the end, please replace this with an 'X'.

You must make sure your customer number is quoted in the reference for the payment to go to your account.

From abroad

When paying us from abroad, you may need the following information too

IBAN: GB19 BARC 20050380542903

SWIFT/BIC: BARCGB22

Pay by instalments

You can spread the cost of your bill throughout the year, either by [Direct Debit](#), or a [payment plan](#) with a Pay Point card or payment giro slips.

Pay by standing order

To make things easier, why not arrange a standing order with us? That way, you can pay weekly, fortnightly, or monthly and there are no charges with standing orders.

Please visit **our website** to download our [standing order form](#).

Pay by cheque

You can pay by cheque at any branch of Barclays Bank (or your own bank). Or post your cheque and payment slip to Affinity Water, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ.

Please make cheques payable to **Affinity Water Ltd** (and write your customer number on the back).

Please don't send cash or post-dated cheques and remember that the post can be slower and costs you a stamp. Please allow five days for a payment to reach us. All our other ways to pay are fast and free!

Section Three - Paying your bill

Queries about your bill

If you don't believe that you're responsible for paying the bill, or you disagree with the amount, you must tell us straight away. Call us on **0345 357 2401** for help and advice.

No further action will be taken while we look in to the matter. We may need to ask you to provide more information to support your dispute. If, after investigation we still believe the bill is due, we'll tell you why and you'll either have to pay the charges in full or agree a payment plan with us.

If we can't agree with you and you're unhappy with our response, see Section Six, 'Unhappy with our service' for more details.

Section Three - Paying your bill



What to do if you're struggling to pay your bill

We're here to help

If you're having trouble paying your water bill please don't worry, we're here to help. We understand that some customers might have difficulties and be going through other life changes such as illness which may be affecting their finances. If your finances have been affected in any way, please contact us and we can take your circumstances into account and agree the most appropriate solution with you.

You can also find information on how we can help on our website [We're here to help](#).

Reduced bills for customers on a low income

Our Low-Income Fixed Tariff (LIFT)

We're able to support eligible customers with a reduced clean water bill. Our [low-income fixed tariff](#) (LIFT) is available to customers whose household income is less than £17,005 a year

(2023/24), or who are currently claiming certain benefits; such as Universal Credit, Pension Credit or Job Seeker's Allowance.

If you're eligible, your clean water bill each year, will be reduced. Our LIFT Standard in 2023/24 is fixed at **£115.10***.

If you're eligible for LIFT Standard and also receive a council tax reduction/support, you may be entitled to a further reduction on your clean water bill. Our LIFT Enhanced means your bill will be even lower and in 2023/24 is fixed at **£76.70**.

	2023/24	2024/25
Income threshold	£17,005	£18,725
Standard	£115.10	£119.50
Enhanced	£76.70	£79.70

To apply for the tariff please [apply online](#). You'll need to upload supporting documents from either your computer or mobile phone. If you're unable to provide your documents in this way, please call us on **0345 357 2401** and an experienced member of our team will be happy to help you.

*The LIFT tariff is applied to your clean water bill and calculated from the date your application is received and we may not always be able to backdate it. If your current clean water bill is lower than the fixed bill amount, we'll keep you on your current tariff, so that you don't pay more.

A bill cap for our high-water consumption metered customers

WaterSure Tariff

The WaterSure scheme works by capping your charges, so additional water usage is not chargeable. **See if you qualify!**

If you answer **YES** to **ALL** of the following statements, then you should apply.

- Your existing supply is charged on a metered basis
- You're in receipt of a qualifying benefit
- There are either three or more children under the age of 19 living in the property who are in full-time education or approved training, or one or more persons living in the property that suffers from a medical condition that involves the use of significant amounts of water.

If you think you qualify, please [apply online](#) we'll process your application, if you need help with this, please call us on **0345 357 2401** and an experienced member of our team will be happy to help you.

Set up a payment plan

Flexible payment plans

You may prefer to pay in instalments. You can spread the cost of your bill throughout the year, either by [Direct Debit](#), or a [payment plan](#) with a Pay Point card or payment giro slips.

You'll need your customer number which can be found at the top of your bill. Alternatively you can call us on **0345 357 2401** and we'll be happy to help you set this up.

Help with wastewater charges

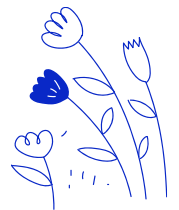
We collect charges for some customers on behalf of their wastewater provider. They have separate schemes available to help customers struggling with their bills.

If you're unsure who your wastewater provider is, [view our map](#) or check the second page of your bill. Then apply for the scheme(s) below.

Thames Water

WaterHelp

Download the [WaterHelp application form](#) and email your completed form and any supporting evidence to hello@affinitywater.co.uk, or post to the address stated at the bottom of the form.



Anglian Water

LITE scheme

This scheme helps customers on a low income who may be struggling to afford their water bill. You'll be assessed based on your financial circumstances, and you could get a discount of up to 50% if your bill makes up a large proportion of your disposable income.

Anglian Water will automatically discount wastewater charges by 50% for eligible customers on our [LIFT tariff](#).

To apply or learn more, call: **0800 975 5574**.

AquaCare Plus

You may be eligible for the AquaCare Plus tariff if you or anyone living in the property receives one or more of the following benefits/tax credits:

- Income Support
- Income-based Jobseekers' Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Housing Benefit

- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit

If you meet the criteria, please call us on **0800 169 3630** during normal office hours. If you qualify, we'll apply the tariff from the date of your last meter reading, and you'll see the AquaCare tariff on your next bill. Please note this can't be backdated.

Debt Support Schemes

If you're finding it difficult to pay your water bill due to financial hardship or a recent change in financial circumstances, we may be able to provide help to reduce or clear your debt through our debt support schemes.

Crisis Fund

The crisis fund scheme is designed to help clear arrears that have built up on your account due to exceptional circumstances. If your application is successful, we may be able to clear some or all the arrears on your water bill.

What is a crisis?

Some examples of exceptional circumstances are:

- Terminal or serious illness
- An accident
- Abuse which has meant you've been unable to pay your water bill

How do I qualify for The Crisis Fund?

You'll need to meet the following criteria:

- Provide evidence of the crisis
- Provide details of income and expenditure
- Pay for your current usage
- Your arrears must be older than or include your previous rateable value bill or your last two metered bills
- You've paid towards your water bill in the past 12 months
- You can complete the application form

How to apply

It's easy – just [fill out our online form](#) and we'll review your application and follow up with any additional questions if necessary. It's important to make sure you provide evidence when submitting the form, otherwise it could delay the application process. We'll then contact you to let you know the outcome.

Alternatively, if you'd rather not fill out the online application form - you can [print the application form](#) and send it through the post to: **Affinity Water Ltd, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ.**

Who else can help?

We're working with [National Debtline](#) who may be able to help in other ways to reduce your costs of living and find out about any extra help that may be available.

For independent free advice contact your local advice agency, such as:

- MoneyHelper **0800 138 0555** [Moneyhelper.org.uk](#)
- StepChange **0800 138 1111** [stepchange.org](#)
- National Debtline **0808 808 4000** [nationaldebtline.org](#)
- Civil Legal Advice **0345 345 4 345** [gov.uk/civil-legal-advice](#)

Section Three - Paying your bill



What happens if you don't pay?

Steps we take to recover debts

Though we can't reduce your debt, we can make it easier for you to pay it. We'd prefer to reach an agreement with you, if this isn't possible, we'll start our debt recovery procedure:

For more information see our [Help with Payment problems guide](#).

Step One

We'll remind you that payments are outstanding

We'll send you reminders to pay your bill by SMS, email or letter. If you haven't been in touch with us, we'll try to contact you by telephone.

If we don't receive a payment, then we'll send you a final notice

We'll usually send you a final notice requesting you to immediately pay the amount you owe or to contact us. If you're not responsible for the bill, or if you disagree with the amount charged, let us know when you receive the final notice. We'll look into the matter and put the recovery process on hold.

Step Two

We may pass your bill to a debt collection agency

If you don't pay the bill, or contact us about it after receiving the final notice, we may pass your bill to a debt collection agency who will make contact to agree a payment arrangement with you. **At this stage a £50 administration charge will be added to your account.** Debt collection agencies must follow a code of practice approved by the Office of Fair Trading or the Credit Services Association.

Please note

We'll add a charge to your account each time a cheque from you doesn't clear, or if your bank refuses to pay a Direct Debit. You can ask for details of these fees.

Step Three

We'll ask the County Court to order you to pay

If you don't make a payment arrangement with us (*or the debt collection agency*), we'll ask the County Court to order you to pay. This means that we'll make a claim against you through the court, and we'll add the costs of doing this to the amount you owe.

If you still don't pay, we'll ask for a judgment that will involve you in more legal costs. Interest may be added for each extra day you owe money to us, and any judgment made against you could affect your credit rating.

Step Four

Our last resorts...

You must keep to the court order, or we'll ask the court to take action against you, which may include the following;

Issuing an order for questioning

This involves you going to court to explain your financial circumstances so the court can assess how much you can pay. There are legal penalties if you fail to attend.

Issuing a third-party debt order

This is a court order which allows us to take the amount of the debt and our costs directly from your bank account.

Issuing a warrant of execution

This involves bailiffs calling at your home to take the property to cover the value of the debt and the costs of the action taken to recover your debt.

Giving us a 'charge' on your property

If we get a charge on your property this means that you can't sell your property until you've paid off the debt and our costs.

Issuing an attachment of earnings order

This instructs your employer to take money from your earnings and pay it directly to the court or us.

Sell the outstanding debt to an external company

This will then mean that the external company will be responsible for collecting the outstanding debt, and they will make contact with you to arrange payment.

Section Four – Extra help and support

Assistance for customers who need extra help



Sign up for our free Priority Services Register

We know that from time to time, you might need a helping hand. Our [Priority Services Register](#) is here to offer just that. We aim to give all our customers the best care. We know some of our customers, for example, the elderly or disabled, may have extra needs and concerns.

The Priority Services Register (PSR) is free to join and helps us identify customers who may need extra help with communication, access, physical, or mental health needs. It helps us to be aware of your needs and know how to support you better.

Here are the services we offer:

- **Visually impaired** – We can provide bills and all other printed communications in Braille, large print or as a CD. You can also [change the colours for the website](#) to adapt it to suit your needs.
- **Hearing difficulties** – We've type talk facilities available. This is a free service which lets you speak or type the conversation and then converts it into text both online and over the phone.
- **Medical Conditions** – If you have a medical condition that requires you to use large amounts of water, you can be added to our register. We may deliver water to you during a supply interruption.
- **Elderly or have young children** - If you or someone close to you is over 65 or lives with children aged five or under, we may deliver water to you during a supply interruption.
- **Password scheme** – Register for our password scheme, so you can tell if our staff are genuine if they visit you. Before they enter your property, they must tell you the password first.
- **Physical or mental health needs** – if you or someone you know is facing physical or mental health difficulties, let us know and we guarantee to treat any information you share with us sensitively.

[Apply online to join the Priority Services Register.](#) You can also download a PDF version of the [Priority Services form](#) and post it to us at: **Affinity Water, Tamblin Way, Hatfield, Hertfordshire AL10 9EZ.**

Or Call - if you prefer to speak to us, you can apply by calling us on **0345 357 2401.**

Privacy Notice

Please see our [privacy notice for the Priority Service Register](#).

Third party consent

If you would like to nominate someone else to discuss your account with us, please complete our [Third Party Consent form](#).

British Sign Language

British Sign Language users can contact us using a British Sign Language video interpreter, via the InterpretersLive! service, provided by Sign Solutions. [Find out more here](#).

Language Assistance

If you require a translator, please [get in touch](#) with our customer service team.

Independent advice

View a [list of charities and organisations that can offer help and advice](#).

If you prefer to contact us by phone our friendly team are happy to help on **0345 357 2401**.

Section Five - Our guaranteed service standards for household customers

Our commitment to you

We'll always endeavour to provide you with the best possible service. If we fall short of the standards we set ourselves, we'll make sure we put it right. We monitor our performance very carefully, we learn through market research, customer panels and surveys how our customers feel about our services and will adapt where necessary to ensure we deliver a high level of customer service.

Interruptions to your water supply

If we're planning to turn off your water supply to carry out works on our network, we'll give you as much notice as possible, advising you when we expect to turn your water off and back on again.

- If we plan to turn off your water for more than four hours, we'll give you at least 48 hours' notice. If we fail to notify you, we'll pay you £20
- If we fail to turn your water back on by the time specified in our notice, we'll pay you £30 and a further £30 for each subsequent 12-hour period you have no water.

For unplanned interruptions, for example when your supply is cut off due to a burst water main, we'll notify you as soon as practicable when we expect to restore the supply and any information you may need about alternative supplies.

If your supply is not restored within 12 hours we'll pay you £30 and an additional £30 for each subsequent 12 hour period you have no water.

Low pressure

If the water pressure in our pipework falls below seven metres static head (a technical term used to measure water pressure) at the boundary of your property on two occasions, each one lasting one hour or more in any 28 day period, we'll automatically pay you £25.

You can only receive one payment under this guarantee in any financial year (1 April to 31 March). This guarantee does not apply if the low pressure is caused by essential work we've to do to our water pipe network, or if there is a drought.

Billing queries

If you write to us to query the accuracy of your bill or account details, we aim to send a reply within 10 working days of receiving your letter or email.

If we take longer than this to send our reply, we'll automatically pay you £20.

If you write to ask us to change the way you pay your bill, we'll make the change as quickly as possible. If we're unable to make the change and don't let you know within five working days, we'll automatically pay you £20.

Bank charges

We'll reimburse any banking or Direct Debit charges that you experience as a result of a billing inaccuracy. In the unlikely event that a court judgement is entered against you as a result of our error, we'll pay you a minimum of £50 too.

Responding to written complaints

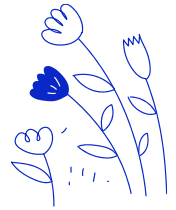
Where you've followed our complaints procedure, we'll send you our reply within 10 working days of receiving your letter or email. If we take longer than this to send our reply, we'll automatically pay you £20. To view our complaints process, please visit [our complaints page](#).

Payments, credits and exclusions

Where we've failed to keep an appointment, respond to a complaint or change the way you wish to pay your bill, you may be eligible for a payment of £20 which we'll either pay you directly or credit your account within 10 working days of the failure in service.

In all other cases, payment will be made within 20 working days of the failure in service. If we don't make the payment automatically, a further penalty payment may also be due.

Section Six – Unhappy with our service



What you can expect if something's not right

We want our customers to always enjoy the highest possible levels of customer service from us. However, we realise that sometimes we may fall short of your expectations and we'll aim to put it right.

Our complaints process

We want to ensure that we can resolve your query with minimal effort on your part. So, on the rare occasion when we were unable to resolve your query to your satisfaction, we'll ensure that we review your complaint again through our escalated complaints process.

Stage One

Please call us in the first instance to discuss your complaint or if preferred, you can send us your complaint in writing (Via letter or email) which will be investigated independently by our Customer Relations Team.

At this stage we've up to 10 working days* to provide you with a comprehensive review of the complaint that you have raised.

*If you don't hear from us within 10 working days of us receiving your letter or email, we'll automatically pay you £20 as part of our Guaranteed Standards of Service.



If you're not satisfied...

Stage Two

If you feel that our investigation and subsequent response to your written complaint still does not address your concerns, then we'll look for any further alternative outcomes that we can offer.



If you remain dissatisfied, or if we've not managed to resolve your problem within eight weeks of receiving your complaint...

Stage Three



You now have the option to seek advice from the Consumer Council for Water (details below), which is an independent organisation that represents your interests as a consumer.

Finally...

Stage Four

Following the CCW's efforts to resolve your complaint, you have the right to refer your complaint to the Dispute Resolution Ombudsman (DRO), if CCW are unable to resolve on your behalf.

You can only make an application to DRO once you have exhausted our complaints procedure AND have been told by CCW that you are eligible to apply. DRO will then provide an independent binding decision on the complaint.

Who monitors complaint procedures?

Our complaints procedure complies with Section 29 of the Competition and Service (Utilities) Act 1992 and has been approved by Ofwat, the Water Services Regulation Authority.

We record every complaint we receive. Each year an independent reporter and the CCW examine our complaint statistics, including our response times.

A report is then submitted to the CCW, who analyses the performance of each water company and publishes the results on an annual basis.

Email: CustomerRelations@affinitywater.co.uk

CCW – the voice for water consumers:

23 Stephenson Street
Birmingham, B2 4BH

Tel: 0300 034 2222 (Mon-Fri, 8.30am to 5pm)

Website: ccw.org.uk/contact-us

Complaints about wastewater services

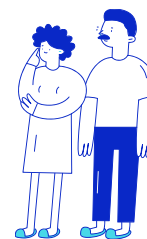
We're only responsible for supplying clean water to your property. If you need to complain about your wastewater service, please contact your wastewater provider. Depending on where you live, your wastewater services are provided by Thames Water, Anglian Water or Southern Water.

Anglian Water	0345 714 5145	anglianwater.co.uk
Thames Water	0800 316 9800	thameswater.co.uk
Southern Water	0330 303 0368	southernwater.co.uk

To find out who your wastewater provider is or to report a wastewater problem, please view our [wastewater area map](#) or use our postcode checker to search our supply area.

Section Seven – Looking after your personal information

How we look after and use your personal information



We use information about you to manage your account and provide you with the services that you expect to receive. We collect this information when you register with us, and while you're our customer.

Below, we tell you more about how we use your personal information and explain some of the rights you have in relation to this.

This is just a quick overview of our privacy notice. For the full picture visit our website to [read our privacy notice](#).

What information do we collect from you or about you?

We collect information like your name, address, contact details and your meter readings. Occasionally, we might also collect and use special category data (such as information about your health) where it's relevant in the provision of our service to you. If any of your details change, please let us know as soon as you can. We talk to a credit reference agency (CRA) to check your identity and make sure everything's above board.

Every month we'll share your outstanding balance and a status reflecting your payment behaviour. Find out [more here](#).

Where it's relevant, we also take into consideration the additional needs of our customers who are registered on our [Priority Services Register](#).

Why do we collect this information?

We can't use (process) your personal information unless we've a lawful basis to do so. Most of the processing that we do is carried out so that we can comply with our legal obligations, to perform tasks in the public interest, or to enable us to pursue our legitimate interests. We will not usually need your consent to process your personal data in the provision of our services to you.

Who do we share your personal information with?

We may share your personal information with third parties for a variety of reasons, such as with our suppliers who provide us with their services, with partner organisations and contractors for the purpose of providing you with services, with other water and wastewater companies and billing agents, with a credit reference agency (CRA), with debt collection

agencies, with public data agencies, with regulators, with local authorities, with law enforcement and government bodies, with landlords and with help organisations.

We share your personal information with [TransUnion](#) who are a CRA, on an ongoing basis, including information about your settled payments and debts not paid on time. TransUnion will share your information with other organisations and you can ask them for a copy of the data they hold about you.

Transunion

One Park Lane, Leeds
West Yorkshire LS3 1EP
Tel: 0330 024 7574
Email: UKConsumer@transunion.com

To find out more about how we share data with the Credit Reference Agency, please visit [our website here](#) or email us at data.protection@affinitywater.co.uk.

